

**Your input is requested to help ensure our services meet your needs. Please do not hesitate to point out exceptional service as well as areas where you see a need for improvement.**

Yes		No
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Northern      Western      Southeast      Central

<input type="checkbox"/> Part 91 VFR	<input type="checkbox"/> Part 91 IFR	<input type="checkbox"/> Part 135 VFR
<input type="checkbox"/> Part 121	<input type="checkbox"/> Provide Flight Instruction	<input type="checkbox"/> Student Receiving Instruction
<input type="checkbox"/> Weather Observation	<input type="checkbox"/> Dispatch	<input type="checkbox"/> Government
<input type="checkbox"/> Arpt Mgr	<input type="checkbox"/> Part 135 IFR	<input type="checkbox"/> FAA Terminal
<input type="checkbox"/> FAA Enroute	<input type="checkbox"/> FAA Tech Ops	<input type="checkbox"/> Other
<input type="checkbox"/> Based in Alaska	<input type="checkbox"/> Based Outside Alaska	

\_\_\_\_\_Flight Service      \_\_\_\_\_Weather Cameras web site      \_\_\_\_\_DUAT/S  
 \_\_\_\_\_NOAA/NWS web sites      \_\_\_\_\_ADDS      \_\_\_\_\_TV  
 \_\_\_\_\_Other (Please Identify)

\_\_\_\_\_ Every flight \_\_\_\_\_ Most flights\* \_\_\_\_\_ Some flights\* \_\_\_\_\_ \*Never (\*Please answer question 7)

	Poor	1	2	3	4	5	6	7	8	9	10	Excellent
a. Pilot Weather Briefing	1	2	3	4	5	6	7	8	9	10		
b. In-flight Radio Communications	1	2	3	4	5	6	7	8	9	10		
c. Local Airport Advisory Service	1	2	3	4	5	6	7	8	9	10		
d. Telephone Information Briefing Service Recordings	1	2	3	4	5	6	7	8	9	10		
e. Transcribed Weather Broadcasts	1	2	3	4	5	6	7	8	9	10		
f. Notices to Airmen Dissemination	1	2	3	4	5	6	7	8	9	10		
g. Flight Services ATIS/AFIS	1	2	3	4	5	6	7	8	9	10		
h. Flight Services Special VFR Operations	1	2	3	4	5	6	7	8	9	10		
i. Pilot Report Processing	1	2	3	4	5	6	7	8	9	10		
j. Flight Plan Processing	1	2	3	4	5	6	7	8	9	10		
k. Phone call waiting time for service	1	2	3	4	5	6	7	8	9	10		
l. Radio call waiting time for service	1	2	3	4	5	6	7	8	9	10		
m. Flight Services Specialist Courtesy	1	2	3	4	5	6	7	8	9	10		
n. Flight Services Specialist Speech Quality	1	2	3	4	5	6	7	8	9	10		
o. Flight Services Specialist Area Knowledge	1	2	3	4	5	6	7	8	9	10		
p. Satellite Interpretation	1	2	3	4	5	6	7	8	9	10		
q. Message Relaying (for Lifeguard, etc)	1	2	3	4	5	6	7	8	9	10		
r. NEXRAD Interpretation	1	2	3	4	5	6	7	8	9	10		
s. Wx Camera Interpretation	1	2	3	4	5	6	7	8	9	10		
t. Other supporting services we offer (Outreach, Pilot Meetings, Letters to Airmen, etc)	1	2	3	4	5	6	7	8	9	10		

# FAA, Alaska Flight Service Station Operations Customer Feedback Questionnaire, February 2009

7. Please indicate the reason(s) why you do not use certain Alaskan Flight Services.

- ☐ No need
- ☐ Telephone calls not answered quickly enough
- ☐ Telephone calls dropped
- ☐ Radio calls not answered quickly enough
- ☐ Radio calls not answered
- ☐ Flight plans mishandled or lost
- ☐ Recorded broadcast information incomplete or unavailable
- ☐ Flight service specialists' level of professionalism
- ☐ Flight service specialists' lack of knowledge
- ☐ Telephone calls not handled by a specialist with specific local area knowledge
- ☐ Inflexibility of government-mandated briefing formats
- ☐ Prefer to file flight plans and be briefed through commercial service
- ☐ Prefer to file flight plans and self-brief through DUAT/S
- ☐ Prefer to have a personal flight plan and self brief on the Internet
- ☐ Other (please specify) \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

8. Please assist us in identifying future sites for new Remote Communication Outlets in Alaska along with any special considerations for each location:

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\_\_\_\_\_

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9. In order to modernize Flight Services in Alaska what kind of new technology and/or functions would you add?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

10. Are you aware that a study of aircraft accidents indicates a lower accident rate for pilots who use the Alaska Flight Service system?

☐ Yes ☐ No

11. If a deliverable and customizable preflight weather and NOTAM briefing packet for each authorized user became available, how would you like to receive this information?

- ☐ Logging on to a website and then into your exclusive account.
- ☐ Sent to your e-mail address daily

12. If you participate in the Alaskan Master Flight Plan Program, how often do you review your profile?

☐ Annually ☐ Only when asked ☐ Never

13. Do you use NDB/VOR Transcribed Weather Broadcasts (TWEB)?

☐ Yes ☐ No

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14. If you use TWEB, please list below what facilities you monitor, e.g. CMQ NDB or BGQ VOR.

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15. How often do you rely on TWEB Broadcasts as your exclusive official aviation weather source?

\_\_\_ Always \_\_\_ Usually \_\_\_ Sometimes \_\_\_ Never

16. Are you generally satisfied with the manner in which briefers apply the "VFR flight not recommended" statement?

\_\_\_ Yes \_\_\_ No

17. How accurately do the NOTAMs you receive reflect field conditions you experience?

\_\_\_ Always \_\_\_ Usually \_\_\_ Sometimes \_\_\_ Never

18. Are the NOTAMs you receive timely?

\_\_\_ Always \_\_\_ Usually \_\_\_ Sometimes \_\_\_ Never

**Customer Comments:** (Please elaborate on any of your input above and also provide comments on any other flight services issues or exceptional service you experienced, specifying the facilities used). Thanks!

I responded previously to the 2008 questionnaire. Yes/No.

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I would like to be added to the mailing list. If so provide name/address/phone/email below.

Yes \_\_\_\_\_ Signed \_\_\_\_\_

Name/Address/email/phone

You may send this file electronically by saving it as an MS Word file and email it to: marshall.g.severson@faa.gov. We will also have this form on our web page at: <http://www.alaska.faa.gov/at/> You can fax it to: 907-271-2850, or send via postal service to the address listed below, or give to any flight service facility for forwarding to:

FAA, Alaska Flight Services Information Area Customer Feedback Questionnaire

Attn: Marshall G. Severson, AJR-B72

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